

GUARDIAN FINANCE AND ADVOCACY SERVICES

POSITION DESCRIPTION

Position: Receptionist / Clerical Support Specialist

Responsible to: Office Manager

Employment Status: Part-Time

General Description: Provides reception and general clerical support. Serves as the initial contact with clients, their families, outside agencies and the public. Also provides general clerical support.

Specific responsibilities: The person in this position is responsible for the following duties:

- As receptionist, receive and greet all individuals entering Guardian Finance and Advocacy Services.
- Receive, coordinate, and route incoming phone calls as directed, including taking complete and accurate messages. Identify emergent situations and ensure appropriate staff answer or return call immediately.
- Monitor front desk e-mail and distribute faxes and voicemail messages to the appropriate staff timely and accurately.
- Distribute checks designated for pick-up to walk-in clients and/or vendors.
- Complete "Client Request Forms" as requested by clients and forward the requests to the appropriate staff.
- Timely and accurately open, date stamp, and distribute incoming mail to appropriate staff.
- Prepare outgoing mail for delivery timely and accurately. Ensure postage machine has accurate date and amount.
- Perform clerical tasks, including but not limited to data input, filing, scanning, etc. as assigned.
- Complete other projects or tasks as assigned.
- Ensure total confidentiality of clients

Qualifications:

- High school diploma or equivalent.
- Previous office experience (1-2 years).
- Computer literacy including word processing and spreadsheet software.
- Ability to communicate effectively and professionally in all interaction with clients, their families and the public.
- Good organizational skills.
- Ability to operate multi-line telephone and office equipment such as computer, photocopier, postage machine and scanner.

This description is intended to indicate the kinds of tasks and the levels of work difficulty that will be required of the incumbent. It shall not be held to exclude other duties not mentioned that are of a similar nature.

Interested candidates should submit a cover letter and resume to Barbara Dearing at BDearing@yourguardian.org. Applications will be accepted until the position is filled.